

WHAT IS CLAIMED IS:

1. A method for communicating with a technician at a customer service location in a telecommunications system, said method comprising the steps of:

generating an electronic message in an administration system;

transmitting said generated electronic message from said administration system through a technician server operatively associated with said administration system; and,

displaying said generated electronic message on a screen display adapted for viewing with an access device of said technician at said customer service location.
2. The method of Claim 1, further comprising accessing said technician server with said access device to view said electronic message on said screen display.
3. The method of Claim 2, further comprising verifying an occurrence of said accessing step in a time period.
4. The method of Claim 3, further comprising displaying said electronic message on said screen display if said accessing step occurs for a first time in said time period.

5. The method of Claim 3, further comprising not displaying said electronic message on said screen display if said accessing step occurs for a second or subsequent time in said time period.

6. The method of Claim 1, further comprising sending said electronic message to an output device.

7. The method of Claim 1, further comprising retrieving at least one previously generated electronic message.

8. The method of Claim 1, wherein said electronic message includes at least a first portion and a second portion.

9. The method of Claim 8, further comprising customizing at least one of said portions of said electronic message for displaying said customized portion to at least one of said technicians.

10. The method of Claim 9, further comprising identifying a profile characteristic stored in said administration system in connection with customizing at least one of said portions.

11. A system for communicating with a technician at a customer service location in a telecommunications system, said system comprising:

an administration system configured for generating at least one electronic message;

a technician server operatively associated with said administration system, said technician server configured for receiving said generated electronic message; and,

a screen display adapted for receiving said generated electronic message from said technician server and displaying said electronic message for viewing on an access device of said technician at said customer service location.

12. The system of Claim 11, further comprising at least one output device operatively associated with said access device and configured for receiving said displayed electronic message.

13. The system of Claim 11, wherein said administration system includes a database having at least one profile characteristic stored thereon.

14. A computer-readable medium containing instructions for assisting a computer system to perform a method for communicating with a technician at a customer service location in a telecommunications system, said method comprising the steps of:

generating an electronic message in an administration system;

transmitting said generated electronic message from said administration system through a technician server operatively associated with said administration system; and,

displaying said generated electronic message on a screen display adapted for viewing with an access device of said technician at said customer service location.

15. The medium of Claim 14, further comprising accessing said technician server with said access device for viewing said electronic message on said screen display and verifying an occurrence of said accessing step in a time period.

16. The medium of Claim 15, further comprising displaying said electronic message on said screen display if said accessing step occurs for a first time in said time period.

17. The medium of Claim 15, further comprising not displaying said electronic message on said screen display if said accessing step occurs for a second or subsequent time in said time period.

18. The medium of Claim 14, wherein said electronic message includes at least a first portion and a second portion.

19. The medium of Claim 14, further comprising customizing at least one of said portions of said electronic message for displaying said customized portion to at least one of said technicians.

20. The medium of Claim 19, further comprising identifying a profile characteristic stored in said administration system in connection with customizing at least one of said portions.

21. A system for communicating with a technician at a customer service location in a telecommunications system, said system comprising:

means for generating an electronic message;

means for transmitting said generated electronic message from said generating means to a server means operatively associated with said generating means; and,

means for displaying said generated electronic message, said means for displaying adapted for receiving said electronic message from said server means.

22. The system of Claim 21, further comprising means for outputting said displayed electronic message.

23. The system of Claim 21, further comprising means for retrieving at least one previously generated electronic message.

24. The system of Claim 21, wherein said electronic message includes at least a first portion and a second portion.

25. The system of Claim 24, further comprising means for customizing at least one of said portions of said electronic message.

26. The system of Claim 25, further comprising means for displaying said customized portion to at least one of said technicians.

27. The system of Claim 25, further comprising means for identifying a profile characteristic stored in said generating means, said generating means being operatively associated with said means for customizing at least a portion of said electronic message.

28. The system of Claim 21, further comprising means for dismissing said displayed electronic message.